

TENDER DOCUMENT

(e-Procurement – two part tender)

Tender No.: KSEDC/ITBG/ITP/ 9151 dated 11/12/2017

***Title: Supply, Installation, Commissioning and Maintenance
of Desktop Computers***



KERALA STATE ELECTRONICS DEVELOPMENT CORPORATION LTD

I T Business Group, Keltron House, Vellayambalam, Trivandrum 695 033

Phone: (0471) 2729993, 4094444, Fax: (0471) 2724545

Email: itpurchase@keltron.org

DEFINITIONS

In this document, the following terms shall have following respective meanings:-

- i. **“Acceptance”** means KELTRON’s written certification that following installation, the system(s) (or specific part thereof) has been tested and verified as complete and/or fully operational, in accordance with the acceptance criteria defined in the tender document.
- ii. **“Agreement”** means the Agreement, any amendment or any addendum to the agreement to be signed by the Successful Bidder and KELTRON.

“KELTRON” stands for KERALA STATE ELECTRONICS DEVELOPMENT CORPORATION LTD having its registered office at ICT Campus, KELTRON HOUSE Vellayambalam, Thiruvananthapuram; Kerala- 695033.
- iii. **“Authorized Representative”** shall mean any person/agency authorized by either of the parties.
- iv. **“Bidder, Vendor or Contractor”** means any firm offering the materials required in the RFP. The word Bidder, when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of successful bidder shall mean the successful bidder, also called ‘Vendor or Contractor’, with whom Govt. signs the Contract.
- v. **“Contract”** is used synonymously with agreement.
- vi. **“Documentary Proof”** means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before an authority.
- vii. **“Gov. / GoK / Govt. of Kerala”** shall mean Government of Kerala.
- viii. **“Law”** shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of government agency.
- ix. **“LOI”** means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful bidder.
- x. **“OEM”** means Original Equipment Manufacturer company, that is incorporated in India or abroad, who has management control over the manufacturing/production process, Quality Assurance, Procurement of Raw materials/manufacturing process inputs marketing and warranty services of the resultant products, of at least one manufacturing facility /factory where the manufacturing of equipment, related accessories, as required for KELTRON, is carried out.
- xi. **“Party”** shall mean KELTRON or Bidder individually and “Parties” shall mean KELTRON and Bidder collectively.
- xii. **“PBC”** means Pre-Bid Conference.

- xiii. “Rates/Prices”** means prices of supply of equipment quoted by the Bidder in the Commercial Bid submitted by him and/or mentioned in the Contract.
- xiv. “RFP”** means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them issued by the Authority.
- xv. ”Services”** means the work to be performed by the Bidder pursuant to this Contract, as detailed in the Scope of Work.
- xvi. “Site”** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement.
- xvii. “Tenderer”** shall mean the authority issuing this Request For Proposal (RFP) and the authority under whom the project is to be implemented, operated, managed etc. and this authority shall be the Keltron.
- xviii. “Termination notice”** means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

1. Invitation to Bidders/ Important Information

Kerala State Electronics Development Corporation Limited (Herein referred to as KELTRON Or Keltron) invites e-tenders from Original Equipment Manufacturers/Authorised distributors/ Authorised dealers for supply and Installation of the equipments on rate contract basis as per the schedule of requirements given in the tender document, subject to the terms and conditions mentioned below:

Terms and conditions:

- Item offered must be standard, branded & proven product and already available in the market.
- Tender Documents shall be available only on the Internet and shall not be available for sales elsewhere.
- The rate arrived through this tender shall be valid for a period of six months from the date of financial bid opening
- L1 will be Lowest price of each line item in the BoQ(Financial Bid)
- The delivery, installation and commissioning of the items as per the Notice Inviting Tender shall be completed within 30 days of placement of First Letter of Intent / Work Order / Supply Order/Purchase Order, whichever is earlier and within 15 days of placement of Second Letter of Intent / Work Order / Supply Order, whichever is earlier
- Warranty terms of the product offered should be clearly mentioned in your offer.
- The price quoted should be exclusive of GST and inclusive of Packing, forwarding, freight & insurance and all other charges. GST extra applicable at the time of billing.
- The price quoted should be kept valid for the full supply.
- The order arising out of this enquiry shall be governed by the laws of Indian union and the courts in Trivandrum shall have the jurisdiction.
- All back to back terms imposed on Keltron by the customer shall be applicable to the vendor also.
- Purchase Order shall be released only after the receipt of Customer Order.

1.1. Important Information

Bid Inviting Authority	Kerala State Electronics Development Corporation Limited (KELTRON)
Tender Notification Reference	Tender Ref No.: KSEDC/ITBG/ITP/9151 dated 11/12/2017
Contact Person	Head Purchase , KELTRON Phone: (0471) 2729993,4094444.
Mode of Tender Submission	Tender should be submitted online at “etenders.kerala.gov.in”
Non Refundable Tender document fee and Earnest Money Deposit (EMD) payable	Tender Document Fee of INR 29,500/ and EMD of INR 5,00,000 (Rs) to be remitted online during bid submission
Delivery of sample	The vendor has to submit two samples of the Equipments and accessories with all the necessary components (including the software/components to be factory loaded), to KELTRON.
Pre BID date	16/12/2017 11.00 am (Meeting should be attended by OEMs or representative authorised by OEM) Pre bid queries as per annexure 5 should reach Purchase Department on or before 16/12/2017 17.00 pm
Bid Submission start date	21/12/2017
Last date & Time for submission of Bids	05/01/2018
Opening of Pre-Qualification cum Technical Bids	08/01/2018
Sample Submission date	On or before 06/01/2018
Opening of Commercial Bids	Shall be intimated to the technically successful bidders later.

Note: The dates furnished above are subject to revision

- i. This tender document is not transferable. Tender Documents shall be available only on the Internet and shall not be available for sales elsewhere.
- ii. KELTRON reserves the right to amend or cancel the tender in part or in full without prior notice at any point of time.
- iii. If KELTRON deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such supplement shall be deemed to be incorporated by this reference to this RFP.

- iv. KELTRON reserves the right to reject the bid of parties who have failed to provide adequate after sales support for the products supplied against various orders.
- v. Vendor shall provide access to their Website so that KELTRON can verify whether the warranty and coverage / scope details are updated in the website as per the order.
- vi. Vendor will be provided with an access in the web portal for service support management.
- vii. LD will be charged for delayed supply. Furthermore, if the delay exceeds 4 weeks after the scheduled date of supply, such vendors will not be considered for the subsequent tenders.
- viii. The Special Instructions to the Contractors/Bidders for the e-submission of the bids are given under “Help to Contractors” in website <http://etenders.kerala.gov.in>

2. Pre-Qualification Eligibility Criteria

The following are the conditions, which are to be necessarily fulfilled, to be eligible for the technical evaluation of the proposed IT Related equipments and Operating systems mentioned in the tender document. Only those interested bidders who satisfy the following eligibility criteria should respond to this RFP:

In the case of OEM Participation

S No.	Clause	Documentary Proof
1.	The OEM should be a company registered under the Indian Companies Act 1956 for last 5 years.	Copy of the Registration Certificate
2.	The OEM should have a valid Income Tax/PAN Number	Copy of Income Tax/PAN Number details
3.	The OEM should have a valid GST Registration	Copy of GST Registration details
4.	The OEM should submit Delivery personnel details/ Authorized agency/ Authorized personnel to take care of Delivery and Installation of IT Hardware.	Relevant Documents or Authorization documents
5.	The OEM should have service centres/ authorized service centres/service personnel in all districts of Kerala to take care of maintenance during warranty	List of service centres/ authorized service centres/service personnel in each district with address and contact person's name, phone no. and URL of complaint logging website.
6.	The OEM shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder.

S No.	Clause	Documentary Proof
7	The Bidder should have an annual turnover of atleast Rs.150 Crores during each of the previous three financial year	Relevant Documents
8	Proof of work orders for similar works:-Three Purchase Orders with a total order value of Rs. 10 Crores in the last three years.	Relevant Documents

Note : If OEM is not participating directly they can authorise only one Distributor/ Dealer for participating in this tender.

In the case of Authorized Distributor/ Dealer Participation

S No.	Clause	Documentary Proof
1.	The OEM/Authorized supplier should be a company registered under the Indian Companies Act 1956 for last 5 years.	Copy of the Registration Certificate
2.	The Bidder should have a valid Income Tax/PAN Number	Copy of Income Tax/PAN Number details
3.	The Bidder should have a valid GST Registration	Copy of GST Registration details
4	The OEM/Authorized supplier should have service centres/ authorized service centres/service personnel in all districts of Kerala to take care of maintenance during warranty	List of service centres/ authorized service centres/service personnel in each district with address and contact person's name, phone no. and URL of complaint logging website.
5	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder.
6	The Bidder should have an annual turnover of atleast Rs. 150 Crores during each of the previous three financial year	Relevant Documents
7	Proof of work orders for similar works: - Three Purchase Orders with a total order value of Rs. 10 Crores in the last three years.	Relevant Work Orders
8	The Bidder should have direct authorization from the Original Equipment Manufacturers (OEM) for selling and supporting the components offered.	Authorization documents (MAF)

Power of Attorney

- Note: KELTRON reserves the right to verify, if it so desires, the correctness of documentary evidence furnished by the bidder. (In the absence of the above documents, the bid is likely to be rejected.)

3. Background of Centralized Procurement

For extensive implementation of e- governance projects, now government departments procure IT hardware devices through multiple tender processes. Such individual tender processes are time consuming, cumbersome and encounter huge procedural delays. Government decided to go for implementing a centralized Procurement System in Government, for the purchase of commonly used hardware items by departments, PSUs/Boards/ Commissions /autonomous bodies etc., through an online government portal. Kerala State Electronics Development Corporation Ltd (KELTRON) is authorized to undertake the tender formalities, derive rates for the Centralized Procurement System.

4. Scope of Work

4.1. Supply, Installation, Testing and Commissioning of Equipments

The scope of work of the Bidder with respect to the equipments is given below:-

- i. Supply & Installation of all the products and equipment with the OS/software at destination as per the quantities as finalized by KELTRON and also as per the technical specifications included in the RFP, which includes transporting the items safely and delivery to the locations. In this Rate Contract, Separate purchase orders shall be issued based on the requirements/customer orders.
- ii. The vendor needs to get the factory acceptance test done for the products listed in the Bill of Quantities/Material Requirement Summary or contract.
- iii. The bidder shall supply all the installation materials/accessories necessary and also carry out the unpacking and assembling of the supplied equipments systems at the Delivery location in order to complete the user acceptance , installation and commissioning
- iv. The Bidder must not bid/supply any equipment that is likely to be declared end of sale within the warranty period. The vendor would be required to replace all such equipment with latest and at least of equivalent configuration in such case.

4.2. Technical Documentation

- i. The technical documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the equipment supplied. The language of the documentation shall be in English.
- ii. Such manuals shall include illustrated catalogues, reference manuals, technical manuals and operation manuals for the purpose of operating the equipments.
- iii. The sets of documents and manuals, supplied and delivered by the proponent shall be in reasonable detail and be current at the time of delivery be in English language.

- iv. Bidder shall submit a hard copy of Technical documents after the Technical bid opening date.

4.3. Warranty & Maintenance

- i. The warranty for all the Equipments shall remain valid for a period of five years from the date of Installation. The offer shall be inclusive of a comprehensive onsite Manufacturer warranty for 5 years. The vendor has to provide onsite support.
- ii. During the Warranty period, vendor warrants that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in materials unless provided otherwise in the Contract. The vendor further warrants that the systems supplied shall have no defect arising from the design, materials or workmanship or any act or any omission.
- iii. The vendor shall provide comprehensive on-site maintenance for Five years from the date of installation, including five years of the above mentioned warranty. This would include maintenance for overall equipments. The vendor shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by KELTRON. The warranty should cover all materials, licenses, services and support for the equipments and software. The vendor shall administer warranties with Sl. No. and warranty period.
- iv. During the warranty period, the vendor shall repair/replace at the installed site, at no charge to KELTRON, all defects/bugs/non-performance of the equipments/services detected or reported to the vendor by KELTRON, without any extra cost.
- v. The vendor shall ensure that the warranty complies with the agreed Technical Standards, security requirements, operating procedures and recovery procedures.
- vi. Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) .
- vii. The vendor shall carry out Preventive Maintenance (PM) once in six months, including cleaning of exterior and interior of the supplied equipments and should maintain proper records for such PM.
- viii. The vendor shall use the provided online call logging mechanism for registration and resolution of the complaints related to the supplied equipments during the Warranty period.
- ix. In case equipment, peripheral or components are taken away for repairs, the vendor shall provide similar standby equipment so that the equipments can be put to use in the absence of the originals/replacements without disrupting the regular work of the respective office.

4.4. Deliverables

- i. Equipments and components to be deployed

- ii. The Awarded Bidder has to submit the acknowledged Delivery Challan and installation report collected from the End User.
- iii. Adequate resources (including HR) for online processing / tracking of the provided online system for delivering after sale services.

5. Instruction to Bidders

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the RFP with full understanding to its implications. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfil his obligations under the Bid.

5.1. Preparation of Bids

Bids must be precise, concise and complete in every manner. All information not directly relevant to this RFP should be omitted. KELTRON will evaluate bidder's proposal based upon its clarity and directness of its response to the requirements of the project as outlined in this RFP.

5.1.1. Documents consisting of the Bids

The Bidder shall submit only one option, which is in accordance with the requirements of the RFP. The bid prepared by the Bidder shall comprise of the following components:

a) Pre-Qualification(1-6) cum Technical Bid (7-9)

1. Bidder Registration Certificate
2. Bidder Income Tax/PAN Number details
3. Bidder GST Registration details
4. Details of Bidders Delivery personnel details/ authorized agency/ Authorized personnel to take care of Delivery and Installation of IT Hardware.
5. List of Bidders Service centres/ authorized service centres/service personnel in each district with address and contact person's name, phone no. and URL of complaint logging website.
6. Declaration from Bidder authorized signatory regarding; the OEM shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
7. Compliance sheet of Products quoted
8. Specification data sheet of Products quoted
9. Certifications

Note: The Technical Bid must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to

propose additional services (or enhanced levels of services) beyond the scope of this RFP, they may include the same in the Additional Information section.

b) Commercial bid

The Commercial Bid, besides the other requirements of the Tender, shall comprise of the following:

- Pricing as per the Bill of Quantity (BoQ) – in Excel sheet

5.1.2. Bid Forms

Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide sufficient space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.

5.1.3. Period of Validity of Bids

- i. The bid shall remain valid for six months. Bidder should ensure that in all circumstances, its Bid fulfils the validity condition. Any bid valid for a shorter period shall be rejected as non-responsive.
- ii. In exceptional circumstances, KELTRON may solicit bidder's consent to an extension of the period of validity. The request and the responses there to shall be made in writing or by Fax. Bid Security shall also be suitably extended. A bidder granting the request is neither required nor permitted to modify the bid.

5.1.4. Non Confirming Bids

Any bid may be construed as a non-conforming bid and ineligible for consideration if it does not comply with the requirements of this RFP. The failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding bids nonconforming. In addition, KELTRON will look with disfavour upon bid that do not follow the format requested in this RFP or do not appear to address the particular equipments requirements as specified by KELTRON in the RFP, and any such bidders may also be disqualified.

5.1.5. Language of Bid

The Bid prepared by the Bidder, Supporting documents and printed literature furnished by the bidders as well as all correspondence and documents relating to the Bid exchanged between the Bidder and KELTRON shall be in English or in case in another language they should be accompanied by an accurate translation in English language. The correspondence by Fax/e-mail must be subsequently confirmed by a duly signed formal copy.

5.1.6. Bid Prices

- i. The bidder shall quote a fixed price for the entire items on a single responsibility basis.
- ii. In this rate contract, KELTRON reserves the right to procure the components/services listed in this RFP in part (Based on requirement).

- iii. No adjustment of the contract price shall be made on account of any variations in costs of labour, travelling and materials, taxes, duties and levies or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- iv. The Contract price shall be the only payment, payable by KELTRON to the successful bidder for completion of the contractual obligations by the successful bidder under the Contract, subject to the terms of payment specified in the contract.
- v. The price would be exclusive of GST and inclusive of all other packing forwarding, freight, delivery, loading & unloading, assembling etc.
- vi. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the contract, if awarded. A Bid submitted with an adjustable price quotation or conditional Bid may be rejected as non-responsive.
- vii. DISCOUNT, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking all such factors like Discount, free supply etc, into account.
- viii. The vendor shall quote as per the prescribed BoQ for all the items given in the material requirement summary.
- ix. The price approved by KELTRON for procurement will be exclusive of GST and inclusive of all other packing & forwarding, freight along with loading & unloading, delivery and assembling and any change in these shall have no effect on price during the scheduled period of contract.

5.1.7. Bid Currencies

The prices shall be quoted in Indian Rupees only. No foreign exchange will be made available by the purchaser.

5.1.8. Modification and Withdrawal of Bids

- i. The Bidder is allowed to modify or withdraw its submitted bid any time prior to the last date prescribed for receipt of bids.
- ii. The Bidders cannot withdraw the bid in the interval between after bid submission end date and the expiry of the bid validity period specified in the Bid. Such withdrawal will result in the forfeiture of EMD/Security Deposit from the Bidder.

5.2. Submission of Bids

5.2.1. Uploading of the Bids

- i. The bidder shall submit the above bid document online in PDF/xls format well in advance before the prescribed time. Bidder shall scan the documents in normal resolution to reduce the file size and use high speed network for uploading the documents.
- ii. The bids will be accepted only through online mode and no manual submission of the same will be entertained. Any bid which is submitted manually shall not be considered for evaluation

5.2.2. Document Fee and EMD

- i. Bidders shall remit the Tender document fees and EMD using the online payment options of e-procurement system only. Bidders are advised to visit the “Downloads” section of e-procurement website (www.etenders.kerala.gov.in) for detailed instructions on making online payment using SBI internet banking facility or by using NEFT/RTGS.
- ii. Bidders, while participating in online tenders published in Government of Kerala’s e-Procurement website (www.etenders.kerala.gov.in), should ensure the following:
- iii. **Online Payment modes:** The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system:
 - **State Bank of India (SBI) Internet Banking:** If a bidder has a SBI Internet banking account, then, during the online bid submission process, bidder shall select SBI option and then select Internet banking option. The e-Procurement system will re-direct the bidder to SBI’s internet banking page where he can enter his internet banking credentials and transfer the tender document and EMD amount.
 - **National Electronic Fund Transfer (NEFT)/ Real Time Gross Settlement (RTGS):** If a bidder holds bank account in a different bank, then, during the online bid submission process, bidder shall select NEFT / RTGS option. An online remittance form would be generated, which the bidder can use for transferring amount through NEFT / RTGS either by using internet banking of his bank or visiting nearest branch of his bank. After obtaining the successful transaction receipt no., the bidder has to update the same in e-Procurement system for completing the process of bid submission. Bidder should only use the details given in the Remittance form for making a NEFT / RTGS payment otherwise payment would result in failure in e-Procurement system.

As NEFT payment status confirmation is not received by e-Procurement system on a real-time basis, bidders are advised to exercise NEFT mode of payment option at least 48 hours prior to the last date and time of bid submission to avoid any payment issues.

For RTGS the timings that the banks follow may vary depending on the customer timings of the bank branches and settlement from RBI. Bidders are advised to exercise RTGS mode of payment at least 24 hours prior to the last date and time of bid submission to avoid any payment issues.

NEFT / RTGS payment should be done according to following guidelines:

- i. **Single transaction for remitting Tender document fee and EMD:** Bidder should ensure that tender document fees and EMD are remitted as one single transaction.
- ii. **Account number as per Remittance Form only:** Account no. entered during NEFT/RTGS remittance at any bank counter or during adding beneficiary account in Internet banking site should be the same as it appears in the remittance form generated for that particular bid by the e-Procurement system. Bidder should ensure that tender

document fees and EMD are remitted only to the account number given in the Remittance form provided by e-Procurement system for that particular tender.

- iii. Bidders must ensure that the banker inputs the Account Number (which is case sensitive) as displayed in the Remittance form. No additional information like bidder name, company name, etc. should be entered in the account no. column along with account no. for NEFT / RTGS remittance.
- iv. **Only NEFT / RTGS Remittance Allowed:** Account to Account transfers, State Bank Group Transfers (GRPT), Cash payments are not allowed and are treated as invalid mode of payments. Bidder must ensure that the banker does NEFT or RTGS (for above 2 lakhs payments as per RBI guidelines) transaction only and specially instruct the banks not to convert the payment type to GRPT or any other payment mode.
- v. **Amount as per Remittance form:** Bidder should ensure that the amount being remitted is neither less nor higher than the amount shown in remittance form.
- vi. **UTR Number:** Bidders should ensure that the remittance confirmation (UTR number) received after NEFT / RTGS transfer should be updated as it is, in the e-Procurement system for tracking the payment.
- vii. **One Remittance Form per Bidder and per Bid:** The remittance form provided by e-Procurement system shall be valid for that particular bidder and bid and should not be re-used for any other tender or bid or by any other bidder.

Any transaction charges levied while using any of the above modes of online payment has be borne by the bidder. The vendor/contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

The bids will not be considered for further processing if bidder fails to comply on points i to vii above and tender fees and EMD will be reversed to the account from which it was received. Any bid not accompanied by EMD will be summarily rejected.

5.2.3. Supply of Samples

- i. The bidder shall submit two samples of the Equipments and accessories offered by them on the prescribed date of submission , for technical evaluation, which is in full compliance as per the technical specifications as mentioned in the tender. The sample shall be delivered to the Tender Committee, KELTRON and acknowledgement shall be taken in their delivery challan. The delivery challan shall indicate the model no. & Sl. No. of item delivered. The copy of the duly acknowledged delivery challan shall be handed over to KELTRON on the same day.
- ii. The samples submitted by the unsuccessful bidders shall be returned after the opening of the commercial bid. The samples of the successful bidder shall be retained by KELTRON

5.3. Opening and Evaluation of Bid

5.3.1. Opening and Evaluation of Pre-Qualification cum Technical Bids

- i. Bid opening shall be done as per the date mentioned in the section 'Important Information'. Interested bidders can be present at the venue as mentioned the section 'Important Information'.
- ii. The Evaluation Committee would evaluate the Pre-qualification cum technical bid of the bidders. Successful bidders will be informed subsequently.
- iii. To assist in the examination, evaluation and comparison of bids KELTRON, at its discretion ask the bidder for the clarification / confirmation of compliance of its bid. The request for clarification / confirmation of compliance and the response shall be in writing. However, no post bid clarification / confirmation of compliance at the initiative of the bidder shall be entertained.
- iv. KELTRON shall evaluate in detail the Pre-qualification cum Technical Bids and determine whether the bid complies with all the requirements and shall be treated at par for the purpose of financial comparison. Only technically successful bids will be considered for Commercial Bid opening.
- v. The bidder will provide the compliance status, deviations if any, impact of deviations (considered as negative impact), value addition provided and impact of value addition (considered as positive impact) for all the specification as specified in Annexure 5.
- vi. Inspection of samples: As part of technical evaluation, the Technical Committee shall evaluate the sample Equipments supplied by the vendors for testing the quality of the Equipments supplied and also for testing its conformity to the specifications. Should any inspected or tested items fail to confirm to the specifications of RFP , Technical Committee may reject them and shall not consider such rejected items for further process.

The operations and maintenance capability and commitment is being gauged through the SLA commitment. The bidder can commit higher SLAs.

KELTRON assumes that the specifications claimed for the equipments, are as per the claim of the bidder. KELTRON reserves the right to verify the claims and reject/ accept the offers for the items.

5.3.2. Opening of Commercial Bid

- i. Commercial Bid will be opened for those bidders whose bids shall meet all the pre-qualification cum Technical criteria.
- ii. The comparison of evaluation shall be of the total cost of the bid, warranty and onsite maintenance for five years.
- iii. KELTRON reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.
- iv. The Work / Purchase order may be awarded only after verification of market price.

5.4. Clarification of Bids

- i. During evaluation of Bids, KELTRON may, at its discretion, ask any or all the Bidders for a clarification of its Bid. The request for clarification and the response shall be in writing.
- ii. Bidders that fail to submit the clarification as sought by KELTRON on receipt of KELTRON's letter requesting for such clarification, their bids will be evaluated based on the information furnished along with the bid proposal.

5.5. Contacting Authority

- i. Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable for rejection. Such rejected tenders will not be returned.
- ii. No bidder shall try to influence KELTRON directly or through external source relating to the submitted bid, from the time of publication of the Tender Notification till the time the contract is awarded.
- iii. Any effort by a bidder to influence the Authority or its officers and employers in the bid evaluation, bid comparison or contract award decisions shall result in the rejection of the bid, and such actions will be considered as bad performance for future Projects.

5.6. Rejection of Bids

Notwithstanding anything else contained to contrary in this Tender document, KELTRON reserves the right to accept or reject any Bid or to annul the bidding process fully or partially and to reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected.

5.7. Contract Negotiations

KELTRON may finalize the Tender and award the work after negotiations with L1. Orders May be placed upon three OEMs viz. L1, L2 and L3 OEM in the predetermined ratio i.e. 60% quantity on L1, 30% on L2 and 10% on L3 after acceptance of L1 price by L2 and L3 OEMs. In case if L2, L3 does not agree to the price of L1, the shares of L2 and L3 will be awarded to L1.

5.8. Corrupt and Fraudulent Practices

- i. "Corrupt Practice" means the offering, giving, receiving, and soliciting of anything of value to influence the action of a KELTRON/GoK official in the process of contract execution.
- ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence a tendering process or the execution of a contract detrimental to the interest of KELTRON/GoK and includes collusive practice among bidders (prior to or after bid submission) designed to establish prices at artificial and non-competitive levels and to deprive KELTRON/GoK of the benefits of free and open competition.
- iii. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by KELTRON.

- iv. “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- v. KELTRON will reject a bid for award and also may debar the bidder for future tenders in KELTRON if it determines that the bidder has engaged in corrupt/fraudulent/unfair/coercive practices in competing for, or in executing a Contract.

5.9. Award of Contract

5.9.1. Post Evaluation and Contract Award Criteria

- i. L1 shall be identified from Commercial Bid
- ii. Orders May be placed on three OEMs viz. L1, L2 and L3 OEM in the predetermined ratio i.e. 60% quantity on L1, 30% on L2 and 10% on L3 after acceptance of L1 price by L2 and L3 OEMs. In case if L2, L3 does not agree to the price of L1, the shares of L2 and L3 will be awarded to L1.
- iii. The L1,L2 and L3 bidders will be awarded the contract
- iv. An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder’s bid, in which event; the Keltron will proceed to the next best evaluated bid to make a similar determination of that Bidder’s capabilities to perform satisfactorily.
- v. The Keltron is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.

5.9.2. KELTRON’s right to vary Scope of Contract/Quantities at the time of award

- i. KELTRON reserves the right, at the time of award or during the contract, to increase or decrease the quantity of any of the equipment by 30% of the tendered quantity without change in other terms and conditions.
- ii. In this Rate Contract, KELTRON also reserves the right to procure the Equipments in multiple lots by issuing multiple purchase orders as per requirements and the bidder has to ensure the delivery of the appropriate quantities to the Govt offices across Kerala as per the requirement of KELTRON.
- iii. The Keltron may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.
- iv. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder’s performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule or both, and the contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder’s receipt of the state Government’s changed order.
- v. If any change in quantity of equipments, omitted or added, increase or decrease, the corresponding value of the contract can be adjusted as per the unit rates provided by the bidder in the Bill of Quantities.

5.9.3. KELTRON's Right to Accept Any Bid and to reject any or all Bids

KELTRON reserves the right to accept any bid, and to annul the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the KELTRON action.

5.9.4. KELTRON's Right to Terminate Process

- i. KELTRON may terminate the RFP process at any time without assigning any reason. KELTRON makes no commitments, expressed or implied that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by KELTRON. The bidder's participation in this process may result in KELTRON selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not however signify a commitment by KELTRON to execute a contract or to continue negotiations. KELTRON may terminate negotiations at any time without assigning any reason

5.9.5. Notification of Award

- i. The acceptance of the tender will be intimated to the successful bidder by KELTRON through E-mail/ Fax / by Post prior to expiry of the period of the bid validity.
- ii. KELTRON will promptly notify each unsuccessful bidder and will discharge their Earnest Money Deposit (EMD)

5.9.6. Signing of Contract

- i. All formalities of submission of the Security Deposit in the form of DD and signing of the contract shall be completed within 20 days of the intimation of the successful bidder.
- ii. The contractor shall furnish a security deposit in the form of DD drawn in favour of KSEDC Ltd payable at Trivandrum, at the time of signing of Contract Agreement. SD is for an amount equivalent to 1 % of the estimated order value subject to the upward vision of Government, to be clarified at the time of pre bid meeting. In case the bidder fails to submit SD means their EMD will be forfeited without any prior notice.
- iii. At the same time as KELTRON issues the first Purchase order, the bidder have to submit Bank Guarantee for a value of 10% of purchase order within 10 days of the issue of such notification. If the bidder does not submit the Performance Bank Guarantee within 10 days of such notification then his full EMD will be forfeited. On receipt of the Performance Bank Guarantee, the Letter of Intent (LoI) will be issued, EMD will be discharged and bidder will submit a non-judicial stamp paper of Rs. 500/- for execution of the rate contract.
- iv. The issue of a Letter of Intent shall constitute the intention of Buyer to enter into the contract with the bidder.
- v. Acceptance of the Letter of Intent will be deemed as effective from the date of issue of the Letter of Intent.

- vi. Failure of the successful bidder to sign the contract proposed through the award letter/LoI, shall constitute sufficient grounds for the annulment of the award, in which event KELTRON may call for new bids.

5.9.7. Annulment of Contract

Failure of the successful bidder to comply with the requirements shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD (if applicable) in which event KELTRON may make the award to any other bidder at his discretion or call for new bids.

5.9.8. Performance Bank Guarantee

- i. After satisfactory maintenance of the items during warranty period , PBG shall be returned by KELTRON to the successful bidder, without any interest
- ii. Successful bidder shall furnish a PBG equivalent to 10% of the Purchase order value along with the invoice of the items supplied. Validity of the PBG shall be equivalent to the warranty period (plus four months) of the items supplied.

5.10. Contract Monitoring

- i) KELTRON shall hold regular contract monitoring meetings after the award of the contract to monitor the performance of the contract
- ii) The date and time of such meeting shall be intimated to the contractor / vendor by fax / email / post. The date and time of subsequent meetings shall be decided and recorded in previous meetings.
- iii) The proceedings of each meeting shall be recorded and action as required towards successful completion of the project shall be initiated promptly by both KELTRON and the vendor. Review meetings shall be with reference to milestone and contract performance analysis.

6. General Terms and Conditions of the Contract:

6.1. Compliance

- i. The compliance to the terms & conditions should be supported by authenticated documentation wherever required.

6.2. Language and Currency

The bidder shall quote the rates in English language and International numerals. The rates shall be in whole numbers. Over writing is not permitted. In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided for under this contract will be English. The bidders should quote only in Indian Rupees and the bids in currencies other than Indian rupees shall not be accepted.

6.3. Correspondence

All correspondence would be directly with the bidder and correspondence through agents will not be entertained.

6.4. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India.

6.5. Assigning of Sub-Contracts

The Vendor shall not assign any work in whole or in parts, its obligations to perform under the Contract, except with KELTRON's prior written consent.

6.6. Notices

- i. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by tele, email to the other party's address, and confirmed in writing by the other party.
- ii. A notice shall be effective when delivered or tendered to other party whichever is earlier.

6.7. Patent Rights

The Bidder shall indemnify the renderer against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment or any part thereof.

6.8. Taxes and Duties

- i. All the taxes, duties, levy and all other charges applicable and shall be valid for delivery on FOR Destination basis to the designated delivery points. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.
- ii. Government of Kerala / KELTRON shall not pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids and also during the contract period. The decision of KELTRON in this regard will be final and binding and no disputes in this regard will be entertained.

6.9. Packing

- i. The vendor shall provide packing of systems in such a manner as to prevent their damage or deterioration during transit to the Destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposures to extreme temperatures, humidity, sleet and precipitation during transit and open storage.
- ii. The Vendor shall promptly replace any system that is damaged in transit. The packing, marking and documentation within and outside the packages shall also comply strictly with the requirements.
- iii. There shall be a packing list, in each case, fully itemized to show case number, contents, gross and net weight and cubic measurement.

6.10. Differing Shipments

If KELTRON shall have notified the Vendor in writing that the former is not ready to take delivery, no system or materials shall be forwarded until intimation in writing shall have been given to the Vendor by KELTRON that it is ready to take delivery.

6.11. Delivery, Installation and Documentation

It is the responsibility of the vendor to supply all the Equipments, as per the requirement of KELTRON to the respective Govt offices across Kerala. Transportation of Goods and

Material to the designated locations as per the Purchase order is the responsibility of the vendor. KELTRON may issue multiple purchase orders for the supply of Equipments based on the requirement. The bidder has to ensure supply of Equipments within 30 days of placement of First Letter of Intent / Work Order / Supply Order/Purchase Order, whichever is earlier and within 15 days of placement of Second Letter of Intent / Work Order / Supply Order, whichever is earlier. KELTRON will not pay any extra cost towards transportation of goods/material. Also the Vendor has to make his own arrangement for loading and unloading of the goods at the designated location. The vendor shall intimate KELTRON by letter/fax/Telephone at least 3 days before the actual arrival of the systems at the Sites, the full details of the delivery including contract number, couriers receipt number and date, description of systems, quantity etc. The vendor shall mail the following documents to KELTRON -

- 3 copies of the invoice showing systems description, quantity, Serial NO, unit price, total amount
- Acknowledgement of receipt of items
- Installation Certification
- Manufacturer's/Vendor's warranty certificate
- Factory Inspection Certificates

6.12. Warranty

The bid proposal shall be inclusive of a **comprehensive** onsite Manufacturer Warranty for at least five years for all the items applicable from the date of Installation. The vendor shall maintain systems and peripherals supplied and installed under this RFP in accordance with the provisions laid down in the clauses below during the warranty period.

6.12.1. Scope and Services Covered under Warranty

The vendor shall provide the following services under the warranty to keep the systems and peripherals in good working order:

- i. Unscheduled on call corrective and remedial maintenance service to set right the malfunctioning of the system. This includes replacement of unserviceable parts. The parts replaced will either be new parts or equivalent in performance to new parts. In the case of a part, the defective part removed from the system will become the property of the vendor.

6.13. Testing and Inspection

6.13.1. Post receipt / pre-installation testing:

- i. This testing / inspection shall be performed at the Delivery site at the time of delivery of the equipment and the site inspector shall inspect the goods against any physical damage on delivery. The inspector shall also check the goods delivered against the models ordered. The inspector shall reject the items, which are not delivered as per

the contract or any subsequent modifications to the contract, in terms of make & model. The inspector shall also receive the goods after inspection.

6.13.2. Post installation Acceptance testing / Inspection

This testing / inspection shall be performed after the completion of delivery and assembling at site. The inspectors designated by KELTRON shall verify the component level details during this testing and shall sign the user acceptance report after successful completion of the post delivery and assembling testing. Defects / shortcomings brought out in this testing shall have to be attended as per the contract within the permitted time schedule.

6.13.3. Replacement

- i. If any Item or any part thereof, before it is taken over under clause 6.13.2.i) is found defective or fails to fulfil the requirements of the contract, the consignee shall give the Contractor//Vendor notice setting forth details of such defects or failure. The Contractor/Vendor shall make the defective material good, or alter the same to make it comply with the requirements of the contract forthwith and in any case within a period not exceeding one month of the initial report. The replacements by the Contractor/Vendor shall be made free of all charges at site. Should he fail to do so within this time, the buyer reserves the discretion to reject and replace at the cost of the Contractor//Vendor the whole or any portion of the items as the case may be, and that is defective or fails to fulfil the requirements of the contract. The cost of any such replacement made by KELTRON shall be deducted from the amount payable to the Vendor.
- ii. Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the selected bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.
- iii. The selected bidder shall have to stock and provide adequate onsite and offsite spare parts and spare components to ensure that the resolution time commitment as per SLA is met.

Note: The testing & inspection as per clause 6.13 in any way not relieve the Contractor from any Warranty or other obligations under this contract.

6.14. Maintenance

- i. Free on-site maintenance services shall be provided by the Vendor during the period of warranty. The vendor will enter into AMC agreement with KELTRON after the expiry of the warranty period of equipment supplied under this tender for a period not less than 2 years after the expiry of warranty, at the discretion of KELTRON.
- ii. KELTRON shall have the option of entering into AMC in respect of all the goods or part of the Goods or completely opt out of the AMC.

6.15. Force Majeure

- i. For the purpose of this Article, Force “Majeure” means any cause, which is beyond the control of the vendor or KELTRON as the case may be, which such party could

not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:-

1. War / hostilities
 2. Riot or civil commotion
 3. Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
 4. Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the vendor, which prevent or delay the execution of the order by the vendor.
- ii. In case of occurrence of the above mentioned cases, the successful bidder's right to an extension of the time limit for completion of the work in above-mentioned cases is subject to the following procedures.
1. That within 10 days after the occurrence of a case of Force Majeure but before the expiry of the stipulated date of completion, the bidder must inform KELTRON in writing about the occurrence of Force Majeure Condition and that the vendor considers himself entitled to an extension of the time limit.
 2. That the vendor produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
 3. That the vendor proves that the said conditions have actually been interfered with the carrying out of the contract.
 4. That the vendor proves that the delay occurred is not due to his own action or lack of action.
 5. Apart from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.

6.16. Handing Over

- i. At the end of the warranty period, KELTRON may exercise its option to renew the AMC with the existing vendor or may invite fresh bids for subsequent AMC.

6.17. Patents, Successful bidder's Liability & Compliance of Regulations

- i. Successful bidder shall protect and fully indemnify KELTRON from any claims for infringement of patents, copyright, trademark, license violation or the like.
- ii. Successful bidder shall also protect and fully indemnify KELTRON from any claims from successful bidder's workmen/employees, their heirs, dependents, representatives etc or from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.

- iii. Successful bidder shall be responsible for compliance with all requirements under the laws and shall protect and indemnify KELTRON completely from any claims/penalties arising out of any infringements.

6.18. Termination:

- i. Termination for Default: If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by KELTRON, without any valid reasons acceptable to KELTRON, KELTRON may terminate the contract after giving one month notice, and the decision of KELTRON on the matter shall be final and binding on the bidder. Upon termination of the contract, KELTRON shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages. In case of termination of contract for default of the contractor, the performance security/Bank Guarantee will be forfeited.
- ii. Termination for Insolvency: KELTRON can terminate the contract, if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. In such cases of termination, KELTRON will not be responsible for any loss or financial damage to the service provider resulted due to the termination. KELTRON will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with the KELTRON

6.19. Resolution of Disputes and Arbitration

- i. Keltron and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- ii. If, after thirty (30) days from the commencement of such informal negotiations, KELTRON and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.
- iii. All Arbitration proceedings shall be held at Thiruvananthapuram, Kerala, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
- iv. In case of any dispute, the Arbitrator's decision shall be final in all regards. In case of any dispute, Secretary to the Government, Industries Department, Government of Kerala will be the arbitrator.

6.20. Acquaintance with Local Conditions

- i. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- ii. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the

bidding documents. The Tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.

- iii. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions

6.21. Statutory and Regulatory Approvals

The Bidder shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the Bidder shall be responsible to get required documentation completed for obtaining such approvals from time to time.

6.22. Confidentiality

Any information pertaining to KELTRON or any other agency involved in the project, matters concerning GoK that comes to the knowledge of the vendor in connection with this contract, will be deemed to be confidential and the vendor will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The vendor shall ensure due secrecy of information and data not intended for public distribution.

6.23. Limitations of Liability

The liability of Vendor/ bidder for its obligations under the Contract shall in no case exceed the total value of the Contract.

6.24. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event KELTRON may call for new Bids.

6.25. Set off

Any sum of money due and payable to the Vendor (including security deposit refundable to him) under this contract may be appropriated by KELTRON to set off the same against any claim of KELTRON for payment of a sum of money arising out of this contract made by the Vendor with KELTRON.

7. Special Conditions of the Contract

7.1. Time Schedule & Delivery

Time is the essence of Contract. The time and date of supply of the equipment, as contained in vendor proposal and as agreed as per the contract after modification, if any, shall be final and binding upon the vendor. It must be understood that the vendor has made the proposal after fully considering all such factors, which may have any bearing on the time schedule of the contract, and the buyer shall permit no extension in the schedule whatsoever on these accounts. Equipments shall be delivered and installed on F.O.R. destination basis in good

condition within 30 days of placement of First Letter of Intent / Work Order / Supply Order/Purchase Order, whichever is earlier and within 15 days of placement of Second Letter of Intent / Work Order / Supply Order, whichever is earlier. The bidder shall supply and install the Equipments to the Govt offices in separate lots as per the requirement of KELTRON and separate purchase orders shall be issued by KELTRON in this regard. The vendor has to store sufficient quantity of Equipments at the vendor premises within the State to meet the quantities as mentioned in the Schedule of Requirements in order to ensure the timely delivery of the Equipments.

7.2.Delivery Schedule

The timelines for the delivery of Equipments are given below:

Sl No:	Milestones	Time Frame
1.	Issue of Letter of Intent(LoI / PO) to the Successful Bidder	To
2.	Delivery as per First Issue of Letter of Intent(LoI / PO)	Within 30 Days of placing the PO(But Bidder shall never wait for the above said time, but to deliver the item at the earliest)
3.	Delivery as per Second Issue of Letter of Intent(LoI / PO) onwards	Within 15 Days of placing PO(But Bidder shall never wait for the above said time, but to deliver the item at the earliest)

* To is the event of issue of Letter of Intent to the successful bidder/ vendor. The vendor has to keep up with the overall deadline.

7.3. Call Logging Mechanism

KELTRON will provide a call logging mechanism which takes care of entire incident and problem management. The beneficiaries, vendor and departmental users shall be able to log a call in the system using telephonic call on the Toll-free helpline, web portal, e-mail etc. Necessary resources (including, but not limited to, HR, Toll-free Number, Call Logging Center with required ICT facilities etc.) need to be deployed by KELTRON for accepting calls, e-mail etc. and registering the same into the online system. The entire activities right from call logging up to updating of the resolution should happen through this call logging system. The service team of vendor needs to update the provided portal with service history for each of the distributed devices.

7.4. Payment Terms: 30 days after successful supply, installation, Testing and Commissioning after deducting the penalties, if any.

Activity No:	Milestone	% of Total amount
1.	Upon Supply , Installation , Testing and Commissioning of the supplied equipments at Destination	90
2.	Submission of Bank Guarantee valid for 64 months	10

No Mobilization advance shall be paid. All the payment shall be made upon delivery and testing and User Acceptance of equipments at Destination against the quantity mentioned in the LoI/Purchase order, as the case may be, after deducting the appropriate penalties. The payments shall be released to the Vendor on submission of documents as below:

- a) Bills (Invoices) in Triplicate
- b) Delivery Challan
- c) Receipt from the Consignee (officer in-charge of the site) for completion of delivery in good condition and test report.
- d) Installation Certificate

Also, the payment shall not be released unless the delivery details regarding delivery at Destination are not reflected in the Online System.

7.4.1. Penalties during supply

If the Equipments supply is not completed in all respects as per the defined scope within the stipulated period as prescribed in clause 7.2, penalty will be levied by KELTRON on the successful bidder. The service levels and penalties applicable during the supply are as follows.

S. No	Measurement Criteria	Target	Penalty
1	Supply of Equipments at Various offices of Govt of Kerala across state (after issue of initial LoI)	Within 30 days of issue of First PO by KELTRON	<ul style="list-style-type: none"> In case of delay in supply beyond 1 week based on reasons solely attributable to the vendor, 1% of total value items will be charged as penalty. In case of delay in supply beyond 2 weeks, 1.5% of total value of the items will be charged as penalty. In case of delay in supply beyond 3rd week, 2% of total value of the contract will be charged as penalty.

S. No	Measurement Criteria	Target	Penalty
			<p>If any delay exceeds more than 4 weeks, KELTRON reserves the right to take appropriate punitive measure.</p> <p>Penalty limited to Maximum 5.5 % of PO value</p>
2	Supply of Equipments at Various offices of Govt of Kerala across state (after issue of initial LoI)	Within 15 days of issue of Second PO by KELTRON	<ul style="list-style-type: none"> In case of delay in supply beyond 1 week based on reasons solely attributable to the vendor, 1% of total value items will be charged as penalty. In case of delay in supply beyond 2 weeks, 1.5% of total value of the items will be charged as penalty. In case of delay in supply beyond 3rd week, 2% of total value of the contract will be charged as penalty. If any delay exceeds more than 4 weeks, KELTRON reserves the right to cancel the order without giving any notice. <p>Penalty limited to Maximum 5.5 % of PO value</p>
3	Replacement of the defective/ worn-out equipments or the supply of systems with non-compliant configurations	Within 7 days from the intimation of rejection by KELTRON	<ul style="list-style-type: none"> 0.5% of equipment cost for each day's delay for one week per equipments as the case may be, beyond 7 days, and 1% per day subsequently, capping the total penalty to 10% of the respective PO.

7.5. Service Level Agreement: Warranty and Maintenance Phase

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to define the levels of service which shall be provided by the shortlisted vendor to Government of Kerala for the duration of this contract.

7.5.1. Definitions

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The vendor shall

ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the vendor shall be reviewed by Keltron that shall:

- Regularly check performance of the vendor against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The SLA has been logically segregated in the following categories:

1. Call resolution services at the field level
2. Compliance and Reporting Procedures

7.5.2. SLA Tracking and Penalty

The following measurements and targets shall be used to track and report performance of SLA on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

S. No	Measurement	Time limit	Penalty
1.	Resolution Time	Within 2 days of call logging	<ul style="list-style-type: none"> • If Hardware issue not resolved within 2 days standby hardware shall be provided till rectification. Else penalty will be charged as follows; • Rs. 150/- per day for each day if the issue is not resolved within 2 days after the time limit; • Rs. 300/- per day for each day if the issue is not resolved within 4 days after the time limit; • Rs. 500/- per day for each day if the issue is not resolved after 4 days after the time limit; • Maximum penalty on any account (including supply violation and SLA) will be 10% only of the PO value.

Note: Only Govt. working days shall be taken into account for the computation of penalty.

7.5.3. SLA Compliance and Monitoring

KELTRON will keep a **System Maintenance Log Book** which is a record of equipment failure including the nature of failure, date and time of booking the complaint, when the machine was put back in to service and total down time. This record will be signed by the vendor's Service Engineer and Official in-charge once the incidence is reported / resolved. A copy of the previous month's record in the **System Maintenance Log Book** shall be send to KELTRON before 5th of each month along with signed copy of MIS Report from the

Online System duly signed by the authorized signatory of the vendor affirming that "There are no discrepancies in the Online System in comparison with the relevant entries in the System Maintenance Log Book". MIS shall contain the following details:

- i. Monthly and quarterly availability of equipments components.
- ii. Total number of service calls recorded and resolved as per SLA with call details.
- iii. Exception report indicating calls completed beyond SLA with calculation of non-performance deduction.

7.6. Payment Process

Payment will be released within 30 days after satisfactory delivery and installation of the items, after deducting the penalties, if any.

Note: Service Levels mentioned herein are intended to measure whether successful bidder is meeting some, but by no means all, of bidder's contractual commitments to KELTRON. Service Levels may be added, deleted, or modified by the parties during the term of this agreement.

7.7. Substitution & Wrong supplies

Unauthorized/pirated substitution or materials delivered in error of wrong description or quality or supplied in excess quantity or old versions shall be returned to the vendor at his cost and risk and payment for supply of unauthorized or pirated or sub-standard or old equipment detected at any date during or after warranty shall be notified to the contractor in writing. Such equipment shall be replaced forthwith by the vendor at his own cost. Any penalty or litigations arising out of such supplies shall be the responsibility of the vendor and any consequential damages shall be fully compensated by the vendor.

7.8. Upgradation

- i. The successful bidder shall guarantee the long term availability of upgraded versions of equipments/software to the buyer for the full life of the equipment. The Software Operating Systems shall be updated at the time of installation with all the released patches and service packs.

7.9. Obsolescence

- i. The bidder shall guarantee that the equipment quoted and supplied shall not be obsolete or proclaimed as 'End of Life' by the Original Equipment Manufacturer within one year of placement of order and should not be proclaimed "End of Support" during the warranty period.
- ii. The bidder shall guarantee that the equipment shall be supported with necessary spares by the Original Equipment Manufacturer during the warranty period/ extended warranty period.

7.10. Change of Model

No change of model after the placement of order shall be entertained unless the alternate model offered are equivalent or higher in specifications and approval of the competent authority has been obtained in writing for such a change of model before the delivery of the product. Delivery

of the alternate product without such an approval shall not be accepted and KELTRON shall not be responsible for any delay in delivery schedule on this account.

7.11. Performance during Warranty Period

During the Warranty/AMC period, if the vendor fails to repair/replace the components/the Equipments supplied, within the SLA as defined in this RFP, KELTRON reserves the right to replace the components/Equipments with new ones at the Bidder's cost. All cost for such replacements shall be made by forfeiting the Performance Bank Guarantee of the vendor.

7.12. Intellectual Property Rights

KELTRON recognizes the intellectual property rights of the Original Equipment Manufacturer.

7.13. Delivery Schedule & Monitoring

The vendor shall plan various activities and submit the execution schedule within one week of award of the work. The execution schedule should clearly indicate all activities and the time required for completion of each activity taking the delivery time within 30 days of placement of First Letter of Intent / Work Order / Supply Order/Purchase Order, whichever is earlier and within 15 days of placement of Second Letter of Intent / Work Order / Supply Order, whichever is earlier. Project shall be closely monitored with respect to this schedule. The physical progress of the work shall be monitored from time to time and reviewed in the weekly progress review meetings to be held as agreed between both the parties.

ANNEXURE 1 - BIDDER PROFILE

(To be submitted in Letter Head)

S.No.	Particulars	Details to be furnished		
Details of the Bidder(Firm/Company)				
1	Name			
2	Address			
3	Telephone		Fax	
4	Email		Website	
Details of Authorized Person				
5	Name			
6	Address			
7	Telephone		Email	
Information About the Company				
8	Status of company (Public Ltd/Pvt. Ltd)			
9	Details of Registration of Firm (Provide Ref e.g. Roc Ref#)	Date		
		Ref#		
10	Number of Professionals			
11	Location and Address of Offices (in India and Overseas)			
12	GST Registration Number			
13	Income Tax Registration Number (PAN)			

Signature of the Bidder

ANNEXURE-2 BID FORM

(To be submitted in Letter Head)

To
Head-Purchase,
IT Business Group,
KELTRON, Keltron House,Vellayambalam,Thiruvananthapuram-33
Sub: Bid Form
Ref. Tender No. KSEDC/ITBG/ITP/9151

Dear Sir,

1. Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged, I / we, undersigned, offer to supply all hardware & software and execute all works in conformity with tender specifications referred above and also to the said terms conditions of contract for the sum shown in the commercial bid(s) attached herewith and made part of this bid.
2. I / We undertake, if our Bid is accepted, to complete delivery and installation of all items specified in the contract within 30 days calculated from the date of issue of your first purchase order/LOI and within 15 days calculated from the date of issue of your second purchase order/LOI .
3. I / We agree to abide by this Bid up to six months of opening of financial bid and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. We understand that you are not bound to accept the lowest or any bid, you may receive.
5. I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specification of the items quoted by me/us.
6. The tender document for the works mentioned above have been obtained by me from the URL: <http://etenders.kerala.gov.in/nicgep/app>, the official website of Govt of Kerala and I / we hereby certify that I / we have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
7. My /our GST & PAN Numbers are as follows.

GST Registration Number.

PAN Number.

Dated thisday of..... 2017

Signature of

In capacity of

Duly authorized to sign the bid for and on behalf of -----

Witness 1. -----

Signature

Witness 2. -----

Signature

ANNEXURE-3 Compliance Statement

Tender No. • KSEDC/ITBG/ITP/9151

No.	Name & Model No. of product offered	Specification as per tender	Specification of the item offered	Variation	Remarks

ANNEXURE 4 - PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref Tender No:

Bank Guarantee No.

Date:

To,
The Head Purchase,
Keltron,
ICT Campus, Vellayambalam,
Trivandrum, Kerala, India

Dear Sir,

WHEREAS..... (Name of the Vendor) herein after called “vendor” has undertaken, in pursuance of Contract, dated.....20__ (hereinafter referred to as “the Contract”) to supply and install equipments under the Equipments to KELTRON

AND WHEREAS it has been stipulated in the said Contract that the Vendor shall furnish a Bank Guarantee (“the Guarantee”) from a scheduled bank for the sum specified therein as security for the performance of the vendor for supply and installation of equipments as per the agreement.

WHEREAS we.....(“the Bank”, which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Keltron(“KELTRON”) the Guarantee.

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the vendor to KELTRON under the terms of their Agreement dated _____ on account of full or partial non- implementation and/ or delayed and/ or defective implementation. Provided, however, that the maximum liability of the Bank towards KELTRON under this Guarantee shall not, under any circumstances exceed _____ in aggregate.
1. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from KELTRON stating full or partial delay, which shall not be called in question, in that behalf and without delay/demur or set off, pay to KELTRON any and all sums demanded by KELTRON under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from KELTRON to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

-
-
-
1. This Guarantee shall come into effect immediately upon execution.
 2. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the CONTRACT and all dues of KELTRON under or by virtue of this CONTRACT have been fully paid and its claim satisfied or discharged or till KELTRON discharges this guarantee in writing, whichever is earlier.
 3. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - i) any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
 - ii) any breach or non-compliance by the vendor with any of the terms and conditions of any Agreements/credit arrangement, present or future, between vendor and the Bank.
 1. The BANK also agrees that KELTRON at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against VENDOR and notwithstanding any security or other guarantee that KELTRON may have in relation to the vendors liabilities.
 2. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of KELTRON or any other indulgence shown by KELTRON or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
 3. This Guarantee shall be governed by the laws of India and only the courts of Thiruvananthapuram, Kerala shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated the _____ day of _____ 20__

Witness

(Signature)

(Name)

(Signature)

Bank Rubber Stamp

(Name)

(Official Address)

Designation with bank Stamp

Plus Attorney as per Power of

Attorney No:

Dated:

ANNEXURE 5 - PERFORMA FOR PRE-BID QUERIES

Bidders requiring specific points of clarification may communicate with KELTRON during the specific period using the following format

Bidder's Request for Clarification		
Name of Organization submitting request	Name & Position of person submitting request	Address of Org. including phone, Fax, e-mail Points of Contact
		Tel: Fax: e-Mail:

SI No.	Bidding Document Reference (Number/Page)	Content of RFP Requiring Clarification	Points of Clarification Required
1.			
2.			
3.			

ANNEXURE 6 –REQUIREMENTS

Items	Quantity (approx)
Midlevel PC with Ubutnu	8000
Midlevel PC with Win 10 Home	1200
Midlevel PC with Win 10 Prof	4400
High level PC with Ubuntu	200
High level PC with Win 10 Home	200
High level PC with Win 10 Prof	1000

The vendor has to supply the Equipments at the Various Govt offices across state as per the requirement. In this Rate Contract, the vendor needs to supply the quantities in multiple lots as per the requirement of KELTRON. KELTRON reserves the right, at the time of award or during the contract, to increase or decrease the quantity of any of the equipment by 30% of the tendered quantity without change in other terms and conditions

ANNEXURE 7 –SPECIFICATION

KSITM Approved Specification of Desktop

I. Tender for Desktops

Desktop Type -1

1. Desktop Type -1 with Ubutnu

Usage: Office Applications (Word Processing, spreadsheets, Presentation), e-Governance Applications (e-Office, e-District, etc.), Video, mail client, Web-mail, Web Browsing. Multi-Tasking.

Processor: 7th Generation or Later, Intel/AMD/Equivalent, Clock Speed 3.5 GHz or higher, Minimum 4 Processing Threads, 3.0MB Cache Memory or higher, TDP Less than or equal to 65W.

CPU Usage:

- CPU usage when playing 4K Video with 23 frames/second- less than or equal to 50%.
- Video Link Given below. Other Videos not allowed for testing
- The Video download link:
<https://drive.google.com/uc?export=download&id=0Bxj6TUyM3NwjaWxUd2UwbmtZLXM>
- The Above Video should run without any lag

Chipset: compatible Chipset

Motherboard: OEM Motherboard

Memory: 4 GB DDR4 RAM upgradable to 16 GB.

Hard Disk Drive: 1.0TB 7200 rpm or higher.

Monitor: 19.5 inch or larger TFT/LED HD Digital Colour Monitor with IPS display panel. Same make as PC

Keyboard: USB interface. Keyboard. Same make as PC.

Mouse: Optical with USB interface. Same make as PC.

Chassis: SFF

Ports: 6 USB Ports or more (at least 2 USB 3.0 ports and two ports in front panel), HDMI, Audio ports.

Optical Drive: 8X or better DVD RW Drive.

Networking facility: 10/100/1000 on board integrated Network Port, & Wi-Fi 802.11 b/g/n connectivity

Certifications:

- a. ROHS Compliance for Product
- b. ISO 14001 for OEM
- c. EPEAT Registered in India

Warranty: 5 year comprehensive on-site warranty including Monitor

Operating System: Ubuntu Latest Version

“The supplier must install and must ensure that it is performing as specified in the products brochure, with existing GNU/Linux operating system at the office with no or minor modification.”

2. Desktop Type -1 with Windows 10 Home

Usage: Office Applications (Word Processing, spreadsheets, Presentation), e-Governance Applications (e-Office, e-District, etc.), Video, mail client, Web-mail, Web Browsing. Multi-Tasking.

Processor: 7th Generation or Later, Intel/AMD/Equivalent, Clock Speed 3.5 GHz or higher, Minimum 4 Processing Threads, 3.0MB Cache Memory or higher, TDP Less than or equal to 65W.

CPU Usage:

- CPU usage when playing 4K Video with 23 frames/second- less than or equal to 50%.
- Video Link Given below. Other Videos not allowed for testing
- The Video download link:
<https://drive.google.com/uc?export=download&id=0Bxj6TUyM3NwjaWxUd2UwbmtZLXM>
- The Above Video should run without any lag

Chipset: compatible Chipset

Motherboard: OEM Motherboard

Memory: 4 GB DDR4 RAM upgradable to 16 GB.

Hard Disk Drive: 1.0TB 7200 rpm or higher.

Monitor: 19.5 inch or larger TFT/LED HD Digital Colour Monitor with IPS display panel. same make as PC

Keyboard: USB interface. Keyboard. Same make as PC.

Mouse: Optical with USB interface. Same make as PC.

Chassis: SFF

Ports: 6 USB Ports or more (at least 2 USB 3.0 ports and two ports in

front panel), HDMI, Audio ports.

Optical Drive: 8X or better DVD RW Drive.

Networking facility: 10/100/1000 on board integrated Network Port, & Wi-Fi 802.11 b/g/n connectivity

Certifications:

- a. ROHS Compliance for Product
- b. ISO 14001 for OEM
- c. EPEAT Registered in India

Warranty: 5 year comprehensive on-site warranty including Monitor

Operating System: Windows 10 Home Latest Version

3. Desktop Type -1 with Windows 10 Professional

Usage: Office Applications (Word Processing, spreadsheets, Presentation), e-Governance Applications (e-Office, e-District, etc.), Video, mail client, Web-mail, Web Browsing. Multi-Tasking.

Processor: 7th Generation or Later, Intel/AMD/Equivalent, Clock Speed 3.5 GHz or higher, Minimum 4 Processing Threads, 3.0MB Cache Memory or higher, TDP Less than or equal to 65W.

CPU Usage :

- CPU usage when playing 4K Video with 23 frames/second- less than or equal to 50%.
- Video Link Given below. Other Videos not allowed for testing
- The Video download link:
<https://drive.google.com/uc?export=download&id=0Bxj6TUyM3NwjaWxUd2UwbmtZLXM>
- The Above Video should run without any lag

Chipset: compatible Chipset

Motherboard: OEM Motherboard

Memory: 4 GB DDR4 RAM upgradable to 16 GB.

Hard Disk Drive: 1.0TB 7200 rpm or higher.

Monitor: 19.5 inch or larger TFT/LED HD Digital Colour Monitor with IPS display panel. same make as PC

Keyboard: USB interface. Keyboard. Same make as PC.

Mouse: Optical with USB interface. Same make as PC.

Chassis: SFF

Ports: 6 USB Ports or more (at least 2 USB 3.0 ports and two ports in front panel), HDMI, Audio ports.

Optical Drive: 8X or better DVD RW Drive.

Networking facility: 10/100/1000 on board integrated Network Port, & Wi-Fi 802.11 b/g/n connectivity

Certifications:

- a. ROHS Compliance for Product
- b. ISO 14001 for OEM
- c. EPEAT Registered in India

Warranty: 5 year comprehensive on-site warranty including Monitor

Operating System : Windows 10 Professional Latest Version

Desktop Type-2

1) Desktop Type-2 with Ubuntu

Usage: AutoCAD, MATLAB, GIS, 3D Modelling, Content Creation applications, Multi-Tasking.

Processor: 7th Generation or Later, Intel/AMD/Equivalent, Clock Speed 3.5 GHz or higher, Minimum 4 Processing Threads, 6.0MB Cache Memory or higher, TDP Less than or equal to 65W.

CPU Usage :

- CPU usage when playing 4K Video with 23 frames/second- less than or equal to 50%.
- Video Link Given below. Other Videos not allowed for testing
- The Video download link:
<https://drive.google.com/uc?export=download&id=0Bxj6TUyM3NwjaWxUd2UwbmtZLXM>
- The Above Video should run without any lag

Chipset: compatible Chipset

Motherboard: OEM Motherboard

Memory: 8 GB DDR4 RAM upgradable to 32 GB.

Hard Disk Drive: 1.0TB 7200 rpm or higher.

Graphics Adapter: High end Graphics adapter with 2.0GB memory

Monitor: 21.5” or larger TFT/LED Digital Colour Full HD Monitor with IPS display panel. same make as PC

Keyboard: USB interface. Keyboard. Same make as PC.

Mouse: Optical with USB interface. Same make as PC.

Ports: 6 USB Ports or more (at least 2 USB 3.0 ports and two ports in front panel), HDMI port, Audio ports.

Optical Drive: 8X or better DVD RW Drive.

Networking facility: 10/100/1000 on board integrated Network Port, & Wi-Fi 802.11 b/g/n connectivity

Certifications:

- a. ROHS Compliance for Product
- b. ISO 14001 for OEM
- c. EPEAT Registered in India

Warranty: 5 year comprehensive on-site warranty including Monitor

Operating System : Ubuntu Latest Version

“The supplier must install and must ensure that it is performing as specified in the products brochure, with existing GNU/Linux operating system at the office with no or minor modification.”

2) Desktop Type-2 with Windows 10 Home

Usage: AutoCAD, MATLAB, GIS, 3D Modelling, Content Creation applications, Multi-Tasking.

Processor: 7th Generation or Later, Intel/AMD/Equivalent, Clock Speed 3.5 GHz or higher, Minimum 4 Processing Threads, 6.0MB Cache Memory or higher, TDP Less than or equal to 65W.

CPU Usage :

- CPU usage when playing 4K Video with 23 frames/second- less than or equal to 50%.
- Video Link Given below. Other Videos not allowed for testing
- The Video download link:
<https://drive.google.com/uc?export=download&id=0Bxj6TUyM3NwjaWxUd2UwbmtZLXM>
- The Above Video should run without any lag

Chipset: compatible Chipset

Motherboard: OEM Motherboard

Memory: 8 GB DDR4 RAM upgradable to 32 GB.

Hard Disk Drive: 1.0TB 7200 rpm or higher.

Graphics Adapter: High end Graphics adapter with 2.0GB memory

Monitor: 21.5” or larger TFT/LED Digital Colour Full HD Monitor with IPS display panel. same make as PC

Keyboard: USB interface. Keyboard. Same make as PC.

Mouse: Optical with USB interface. Same make as PC.

Ports: 6 USB Ports or more (at least 2 USB 3.0 ports and two ports in front panel), HDMI port, Audio ports.

Optical Drive: 8X or better DVD RW Drive.

Networking facility: 10/100/1000 on board integrated Network Port, & Wi-Fi 802.11 b/g/n connectivity

Certifications:

- a. ROHS Compliance for Product
- b. ISO 14001 for OEM
- c. EPEAT Registered in India

Warranty: 5 year comprehensive on-site warranty including Monitor

Operating System : Windows 10 Home Latest Version

3) Desktop Type-2 with Windows 10 Professional

Usage: AutoCAD, MATLAB, GIS, 3D Modelling, Content Creation applications, Multi-Tasking.

Processor: 7th Generation or Later, Intel/AMD/Equivalent, Clock Speed 3.5 GHz or higher, Minimum 4 Processing Threads, 6.0MB Cache Memory or higher, TDP Less than or equal to 65W.

CPU Usage :

- CPU usage when playing 4K Video with 23 frames/second- less than or equal to 50%.
- Video Link Given below. Other Videos not allowed for testing
- The Video download link:
<https://drive.google.com/uc?export=download&id=0Bxj6TUyM3NwjaWxUd2UwbmtZLXM>
- The Above Video should run without any lag

Chipset: compatible Chipset

Motherboard: OEM Motherboard

Memory: 8 GB DDR4 RAM upgradable to 32 GB.

Hard Disk Drive: 1.0TB 7200 rpm or higher.

Graphics Adapter: High end Graphics adapter with 2.0GB memory

Monitor: 21.5” or larger TFT/LED Digital Colour Full HD Monitor with IPS display panel. same make as PC

Keyboard: USB interface. Keyboard. Same make as PC.

Mouse: Optical with USB interface. Same make as PC.

Ports: 6 USB Ports or more (at least 2 USB 3.0 ports and two ports in front panel), HDMI port, Audio ports.

Optical Drive: 8X or better DVD RW Drive.

Networking facility: 10/100/1000 on board integrated Network Port, & Wi-Fi 802.11 b/g/n connectivity

Certifications:

- a. ROHS Compliance for Product
- b. ISO 14001 for OEM
- c. EPEAT Registered in India

Warranty: 5 year comprehensive on-site warranty including Monitor

Operating System : Windows 10 Professional Latest Version